



NORTHWESTERN INDIANA TELEPHONE COMPANY

205 N. Washington Street • P.O. Box 67 • 219-996-2981 • Hebron, Indiana 46341

Annual CPNI Certification for 2009
[Section 64.2009(e) of FCC Rules]

EB Docket No. 06-36

Date Filed: 2/17/2010

I certify that I am an Officer of Northwestern Indiana Telephone Company.

FCC Form 499 Filer ID: 803475

Name of signatory: Sharon McKay

Title of signatory: Business Office/Regulatory Mgr

I, Sharon McKay, certify that I am an officer of the Northwestern Indiana Telephone Company, Inc., and acting as a agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company X is is not in compliance with the requirements set forth in section 64.2001 et seq. of the commission's rules.

The company has X has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI. If applicable, a summary of actions taken will be attached to this certification.

The company has X has not received any customer complaints in the past year concerning the unauthorized release of CPNI, (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, e.g., instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information). If applicable, a summary of customer complaints will be attached to this certification.

Signed

Sharon McKay

CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION RULES

Sharon McKay signs this Certificate of Compliance in accordance with Section 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and the FCC's Code of Federal Regulations (CFR) Title 47 64.2009, on behalf of Northwestern Indiana Telephone Company, Inc. This Certificate of Compliance addresses the requirement of FCC's (CFR) Title 47 64.2009 that the company provide both a Certificate of Compliance and a "statement accompanying the certificate" to explain how its operating procedures ensure compliance with FCC's (CFR) Title 47 64.2001-.2011

On behalf of the Company, I certify as follows:

1. I am the Business Office/Regulatory Mgr of the Company. My business address is
205 N. Washington St
P O Box 67
Hebron, IN 46341
2. I have personal knowledge of the facts stated in this Certificate of Compliance. I am responsible for overseeing compliance with the Federal Communications Commission's (FCC) rules relating to customer proprietary network information (CPNI).
3. The company has established a system by which the status of a customer's approval for use of CPNI, as defined in 47 USC 222(h)(1), can be clearly established prior to the use of CPNI. The Company relies on the involvement of its high-level management to ensure that no use of CPNI is made until a full review of applicable law has occurred.
4. The Company trains its personnel regarding when they are authorized to use CPNI, as well as when they are not authorized to use CPNI. However, Company personnel make no decisions regarding CPNI without first consulting with myself or Tammy Gray, the Company's Customer Service Manager. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.
5. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company likewise maintains records of its affiliates' sales and marketing campaigns that use CPNI. The Company also maintains records of all instances where CPNI was disclosed or provided to third parties, where third parties were allowed access to CPNI. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company maintains these records in its offices for a minimum of one year.
6. The Company's policy is to maintain records of customer approval for use of CPNI, as well as notices required by the FCC's regulations, for a minimum of one year. The Company maintains records of customer approval and disapproval for use of CPNI in a readily available location that is consulted on an as needed basis.
7. The Company's policy is to maintain records of a CPNI breach for a minimum of two years. These records will include a description of steps the company took to prevent the

breach, how the breach occurred, the impact of the breach and proof of notification to law enforcement and the customer if applicable.

8. The Company has a supervisory review process regarding compliance with the FCC's rules relating to protection of CPNI for outbound marketing situation. The purpose of this supervisory review process is to ensure compliance with all rules prior to using CPNI for a purpose for which customer approval is required. Company personnel, prior to making any use of CPNI, must first consult with myself or Tammy Gray regarding the lawfulness of using the CPNI in the manner contemplated. In deciding whether the contemplated use of the CPNI is proper, either Tammy Gray or I consult one or more of the following: the Company's own compliance manual, the applicable FCC regulations, the FCC's Compliance Guide, and if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval from either Tammy Gray or I regarding any proposed use of CPNI.
9. Further, both Tammy Gray and I personally oversee the use of opt-in, opt out, or any other approval requirements, or notice requirements (such as notification to the customer of the right to restrict use of, disclosure of, and access to CPNI), contained in the FCC's regulations. I also review all notices required by the FCC regulations for compliance therewith.
10. Tammy Gray and I also ensure that the Company enters into confidentiality agreements, as necessary, with any joint venture partners or independent contractors to whom it discloses or provides access to CPNI.
11. Both Tammy Gray and I personally oversee completing and submitting EB Docket No. 06-36, which is due on or before March 1 each year. The form includes explanation of any action taken against data brokers, a summary of all customer complaints, and an explanation of breaches.

Sharon McKay
Signature

Northwestern Iw Tel Co., Inc
Company

2/17/10
Date